



## Two Libraries Break Ground



*Supervisor Pam Slater participates in ground breaking for the Cardiff-by-the-Sea Branch Library*

his summer two communities broke ground for long-awaited new libraries. The new 5,900 square foot Cardiff-by-the Sea Branch Library, designed by award winning architect Manuel Oncina, will be the first "green" library in the system. It will use lots of glass to take full advantage of natural light as well an energy-saving building orientation and energy-saving natural materials, such as a cork-lined floor to help deaden sound. The stunning building will be crowned with two mature Torrey Pines, creating a commanding presence on the corner of Liverpool Drive and Newcastle Avenue. The Friends of the Cardiff-by-the Sea Branch Library worked for 17 years to see their dream come true. With an allocation of \$2.4 million from the Board of Supervisors and a private donation of \$250,000, the community looks forward to the 2002 opening of the new \$2.7 million branch, which is double the size of the current store front location. Supervisor Slater shared with well-wishers that the community has made it clear that they see the County as a key factor in the success of the project.

The Cole Grade Road site for the new 14,068 square foot Valley Center Branch Library commands sweeping views of the surrounding countryside. Sharing the library site will be a local historical museum funded by Abbe Wolfsheimer Stutz and Louis

Wolfsheimer in memory of her parents who were long-time Valley Center residents. Local history is a strong interest of the community, so exhibits from the museum's collection will be on display in the library. The new branch will replace a 2,780 square foot storefront location. During the August 9 ground breaking, Chairman Bill Horn, a Valley Center resident, shared with the audience some personal stories describing his special fondness for this and other libraries.



*Board of Supervisors Chairman Bill Horn addresses the crowd in Valley Center as Library Director Marilyn Crouch looks on.*

From  
**Alex's**  
D E S K



We have all been extremely saddened and shocked by the horrific events that occurred in New York and Washington, D.C. on September 11. I know that some of you have friends and family or know someone that was a victim of the terrible tragedies in those regions. This is a life-

changing tragedy that has left us feeling a deep sense of pain. My thoughts and prayers go out to all the families that have been affected by these senseless acts, as well as to all of you.

We at the County are very concerned with the safety and well being of all our employees. We have set up security precautions at many of the County facilities and will continue to monitor the security of all our facilities to ensure that all our customers and employees have a safe work and business environment.

I have asked each of the CSG department heads to exercise maximum flexibility to accommodate the individual needs and circumstances of our employees. I am also asking all of you to continue to practice tolerance and mutual respect for each other and the public, and not to generalize the actions of a few.

I commend and thank you for your cooperation and assistance during this crisis as you continue to serve the public during this difficult period. Once again, my thoughts and prayers are with all of you and your families.

ALEX A. MARTINEZ  
Deputy Chief Administrative Officer  
Community Services Group

# Around the Group

## Animal Control

On August 27, in a ceremony at the County Administration Center, the 27<sup>th</sup> class of Animal Control Officers was sworn in, receiving badges and certificates commemorating their achievement. Animal Control Lieutenant Heidi Burke, presided over the ceremony, which was attended by friends, family, and Animal Control staff.



*Left to right: Jason Ogdon, Anna Owen, Erin Kane, Kalani Hudson, David Battle, Roxanna Galeano, Lori Weber*

Mikel Haas, Acting Director, presented certificates, and Deputy Chief Administrative Officer Alex Martinez addressed the graduates, welcoming them into their new roles as animal control officers. The Academy class consisted of seven new DAC officers and two new officers employed by the Oceanside Humane Society. Each participant was required to complete 540 hours of classroom training to graduate from the Academy. The DAC officers have each been assigned to County Animal Shelters, where they will ride along with a Senior Animal Control Officer, moving their training out of the classroom and into the field. With the graduation of this Academy class, the Department of Animal Control now has more field officers than at any other time in the Department's history.

## General Services

Here's an example of how the department is making progress in their efforts to conserve energy throughout the County system. As General Services employees set out to monitor the electricity usage at County facilities, a new monitoring tool revealed that one of the Court facilities was using energy all night long at an even higher rate than what was used during the day. The



Facilities Supervisor at the site, determined to figure out the problem, tried resetting timers, only to return in the middle of the night to find the A/C units still running at maximum capacity. Next, he had the A/C units reprogrammed with no change. The investigation continued until the problem was solved by ordering and installing state-of-the-art programmable chips which allowed the A/C unit to finally shut down at

night. It is estimated that these persistent efforts by staff resulted in a 65% reduction in energy on weekends and a 26% reduction in energy during the week and will save the facility more than \$20,000 next year.

## Housing and Community Development

On September 10, Housing and Community Development (HCD) implemented its new rental assistance software known as FLEX. The implementation of FLEX resulted from a Request for Proposal process initiated in November 2000 with the selection of Emphasys Computer Solutions (ECS) in March.

With more than 115 employees, ECS is the nation's largest full-service technology service provider that exclusively serves public housing and community development agencies. This new software replaces HCD's existing rental assistance software and provides numerous enhancements such as a proven stable data platform, various levels



of security, user friendly dialogue boxes, and accurate financial and program reporting. The new system also allows staff to issue automated weekly rental payment checks in addition to the monthly checks to participating landlords. HCD will participate with other housing authorities in a software user group, which identifies and recommends enhancements to the software. Over 170 public agencies nationwide have installed the FLEX system.

## Library

The Library's Outreach Services will be celebrating Hispanic Heritage Month at many of the branches throughout September. A variety of special programs and themes are planned that highlight Hispanic culture and feature performers, music, stories, dance, and crafts. Among the colorful programs that attract customers of all ages are Spanish bilingual story times,



Aztec feather shield and pendant crafts, Ojo de Dios (God's Eye) crafts, Folklorico dancers and music by San Diego's cultural icon Chunky Sanchez of "Los Alacranes." Other events include piñatas, coloring tables, ventriloquists, and even a program featuring Mexican food. Community-

oriented themes of this nature attract patrons from all sectors of the community and enhance public understanding and appreciation of the rich diversity of San Diego County. For more information contact the San Diego County Outreach Services at (858) 694-2108, or visit the Library's web site at [www.sdcl.org](http://www.sdcl.org) and click on the special events section for the branch of your choice.

## Purchasing and Contracting

The Department of Purchasing and Contracting was recently notified that it had earned the Achievement of Excellence in Procurement Award. This award is co-sponsored by the California Association of Public Purchasing Officers (CAPPO) and the National Purchasing Institute (NPI) and is designed to recognize organizational excellence on a national level in public or non-profit procurement. The annual award is earned by those organizations that demonstrate excellence by obtaining a high score on standardized criteria. There are sixteen areas of criteria with various sub-categories. Examples of areas where P&C demonstrated excellence include: Procurement Automation, E-Procurement, Professional Certification of Staff and maintaining a Continuous Improvement Program. The evaluation is conducted by an independent Committee made up of CAPPO, NPI and National Association of Purchasing Management (NAPM) members.



## Registrar of Voters

Every ten years jurisdictions are required to look at their district boundaries to see if they are fair and balanced based on the outcome of the national census. This process is called "redistricting." Under the County's jurisdiction, new supervisorial bound-

# Around the Group



aries were approved in August. U.S. Congressional, State Senate and Assembly Districts are nearing final approval. The County Board of Education, San Diego Unified School District, San Diego Community College District and the City of San Diego are in various stages of the process as well.

Once new boundaries are approved by the governing boards, the work begins for the Registrar of Voters staff. More than 15% of the County's 5,500 election precinct boundaries must be changed, and ROV staff must update thousands of street and voter records to ensure candidates and voters are placed in the correct districts for the March 2002 Gubernatorial Primary Election. Working with new Geographic Information System (GIS) software and data provided by San Diego Geographic Information System (SANGIS), this redistricting process will be easier, and our products by far superior, than ten years past. We estimate at least 20% of County residents will be affected by at least one district change. So, come election time, be sure to read your sample ballot pamphlet.

## Meet Ron Kelley

Ron joins the staff of the CSG administrative office as a CAO Staff Officer, moving to the second floor after six years on the third floor as a Legislative Aide to Supervisor Slater. He'll be working with the Library, General Services and Purchasing and Contracting for the Group.



A New York City native, Ron can be found at Bronx Pizza getting a pepperoni slice "ta go" - especially in October, when the Yankees are in the World Series. He's a distinguished dropout of Long Island University, a graduate of Buffalo State College, has a MA in National Security Studies from CSU San Bernardino and graduated with distinction from the Naval War College. Not content with all that college, Ron has studied Japanese in his spare time.

Ron likes to hike, mountain bike and occasionally climb mountains. He's camped on horseback in the badlands of North Dakota. Currently he's working on an article on the Naval Policies of 20<sup>th</sup> Century Presidents and a photo-travel book on the life of Theodore Roosevelt. He collects rare Rickenbacker bass guitars.

Prior to his time at the County, Ron spent ten years on active duty as a Naval Flight Officer, stationed at NAS Miramar and the aircraft carrier USS Kitty Hawk. He lives in the Golden Triangle with his pit bull, Hugo and his cat, F. Puss.

## Customer Service Pros

Congratulations to the following CSG employees who received special monetary awards for providing exceptional customer service.

### ANIMAL CONTROL

Total Dollars Distributed: \$2,400. Recipients: **Eddie Murillo, Christine McCartney, Virginia Moreno, Xavier Martinez, Laura Ward, Sharon Tracy, Olivia Lansangan, Sonja Scott, Juanice Reyna, Mark Humphrey, Lisa Worrick, Tammy Lutes, Karen McCracken, Kathy Conwell, Darrell Hanson, Christine McCartney, Charlene Ranger, Elizabeth Namowitz.**

### GENERAL SERVICES

Total Dollars Distributed: \$600. Recipients: **Fred Harp, Ed Ramos, Felipe Arce.**

### REGISTRAR OF VOTERS

Total Dollars Distributed: \$2,535. Recipients: **Kara Morris, Patty Figueroa, Sandy Herndon, Lynn Gray, Patty Navarro, Pauline Glaser, Norma Alvarez, Jose Herrera, Carmen Valenzuela, Sirenia Jimenez, Caesar Bolchini, Jan Rogers, Richard Pollard, Sally Chapman, Diane Gale, Marci Nylund, Maria Alvarado, Eden Suydam, Jan Rose, Catherine Williman, Patsy Smith, Charlene Smith, Marion McCormack.**

## DIBBS AWARDS

**GENERAL SERVICES:** **James Gardner**, Facilities Operations, was awarded \$3,647 for his suggestion to replace two boilers at the Crime Lab with one 150 gallon boiler for hot water heater; **Teri Ross**, Fleet Management, was awarded \$50 for her idea to create a tagboard card with a tie to attach to vehicle keys as the vehicles are brought in for service to indicate contact person, telephone number and why the vehicle is in for service.

**HOUSING:** **Deborah Lester**, Housing Analyst I, was awarded \$50 for her suggestion to use the auto signature on e-mail.

**REGISTRAR OF VOTERS:** **Sirenia Jimenez**, Precinct Planning Tech II, was awarded \$813 for her suggestion regarding automation of election maps; **Eden Suydam**, Election Worker, was awarded \$112 for her idea to create a new format for the inspection letter; **Lana Witt**, Supervising Clerk, was awarded \$50 for the simplification of seals; **Nellie Munoz**, GIS Analyst, **Larry Pluth**, Precinct Planning Tech II, **Sirenia Jimenez**, Precinct Planning Tech II, **Justin Castro**, Precinct Planning Tech I, **Shawn Brom**, Precinct Planning Tech I and **Rita Watson**, Precinct Planning Tech III, were each awarded \$57 for suggesting changes to the Assessor Property System; **Patricia Figueroa**, Sr. Clerk, was awarded \$163 for combining two letters in a dual election recruitment letter; **Richard Pollard**, Supervising Clerk, was awarded \$50 for creating a new training structure for special elections; **Marc Bradley**, Election Processing Supervisor, was awarded \$50 for his suggest to create a Certificate of Performance; **GINNY Cannon**, Sr. Clerk, **Patty Figueroa**, Sr. Clerk, and **Sirenia Jimenez**, Precinct Planning Tech II, were each awarded \$99 for creating an "Eagle" Recruitment mailing piece; **Jan Rogers**, Election Processing Supervisor, was awarded \$50 for determining a use for obsolete envelopes; **Jan Rogers**, Election Processing Supervisor and **Maria Alvarado**, Sr. Clerk, were each awarded \$222 for eliminating the complete numbering of absentee applications; **Andrea Parr**, Sr. Clerk and **Jan Rogers**, Election Processing Supervisor, were each awarded \$25 for streamlining "Will Call" voting materials; **Sandy Herndon**, Sr. Account Clerk, was awarded \$58 for suggesting the use of bar coding for inventory; **Cathy Glaser**, Election Processing Supervisor, was awarded \$50 for her suggestion to make the Directory of Public Officials available on-line.



## KUDOS Corner

### ANIMAL CONTROL (A letter to Walt Ekard)

*"It seems that it is always is easier to pick up the phone with a complaint than to call with a compliment, so I wanted to take the time to let you know what a great experience I had last week with the County's Animal Control Department.*

*"On August 29th, while on a morning walk..., I was bitten by a dog, whose owner refused to identify herself. My first phone call was to Animal Control and a woman named **Julie [Murphy]** answered my inquiry. She took a complete report...Julie was very well informed, helpful and thorough.*

*"Following that initial report, **Officer [Mark] Humphrey** contacted me...he already had visited the neighborhood and was able to provide me with an update. I called Officer Humphrey early the next morning...who said he was again going to visit the neighborhood. By the time my husband and I walked the neighborhood at 7:30 a.m., Officer Humphrey already had found the dog that bit me, and asked me to identify the dog and owner.*

*"In my opinion, Officer Humphrey is nothing short of amazing. Without his very effective detective work, we would not have been able to find the dog and I would be forced to undergo a series of rabies shots. He acted very professionally and fairly in dealing with the owners of the dog as well as with my husband and me.... This County Department is top notch in my opinion."*

**Nicole A. Clay**

### GENERAL SERVICES

*"Thank you (**Paul Tangulilig - Real Estate Services**) for the assistance that you extended to Mr. Dick Bottomley and Molly Green in our office over the past two weeks as we endeavored to finalize our Grading Plans, Improvement Plans, and Record Map for the Mt. Miguel Commerce Community project. There is no doubt in my mind that without your timely assistance in the processing of our Conversation Easement, we would not have docketed the map within our schedule."*

**Peter J. Pountney, PE, President Pountney Consulting Group, Inc.**

### HOUSING AND COMMUNITY DEVELOPMENT

*"**Monique Rice** went beyond duty to help us obtain a comfortable clean home.... We are truly grateful to her.... She treated our family with respect and dignity. She is a fine example in your department."*

**Latifah Abdullah**

### LIBRARY (Lemon Grove Branch)

*"Thank you for your kind consideration in handling my complaint. I appreciate your prompt response, your sincerity and the diplomacy you used. It was a pleasure working with you and the library changes at Lemon Grove look great."*

**Ms. Sterna**

### PURCHASING AND CONTRACTING

*"I was impressed with her [**Eve Babcock**] professionalism, follow-through and obvious commitment to excellent customer service."*

**Carol Landsman HHSA**

### REGISTRAR OF VOTERS

*"Thank you for the assistance I received from **Cathy Glaser, Tim McNamara, Jan Rodgers and Barbara Walther** (Registrar of Voters) and **Bob Wilson** (General Services) during the recent Retirement Board Election. Your staff went beyond the 'call of duty' to help me during some very stressful moments while coordinating that election. I am very grateful for your combined knowledge and helpful suggestions for future Retirement Board Elections."*

**LaVoyne M. Jackson SDCERA**

### COMMUNITY SERVICES GROUP

**Deputy Chief Administrative Officer, Alex A. Martinez** received a Certificate of Recognition from the City of Carlsbad for "his tremendous contribution to the heritage and culture of the Carlsbad Barrio Community and for his professional accomplishments and dedication." The award was presented by Carlsbad Mayor Buddy Lewis and the Fiesta del Barrio Carlsbad Association at its annual Fiesta on September 16.

## Service Awards

*CSG congratulates the following dedicated employees who have provided from 5 to 30 years of service to the County.*

|                     |          |     |
|---------------------|----------|-----|
| Joseph C. Arroyo    | 30 years | DGS |
| Kristen Magneson    | 30 years | LIB |
| Joanna Senters      | 30 years | DGS |
| Alexandra Nunn      | 25 years | HCD |
| Josefina Cruces     | 20 years | HCD |
| Edna Flores         | 20 years | LIB |
| Cathleen Glaser     | 20 years | ROV |
| Dee Merrill         | 20 years | DGS |
| Gerald C. Bischoff  | 15 years | DGS |
| Margaret Goldstein  | 15 years | HCD |
| Rachel Guerra       | 15 years | HCD |
| Sirenia Jimenez     | 15 years | ROV |
| Eleanor Nicholason  | 15 years | LIB |
| Victoria J. Rajsky  | 15 years | DGS |
| René Roberts        | 15 years | DGS |
| Conrad Tanjuaquio   | 15 years | HCD |
| Fred R. Calma       | 10 years | DGS |
| Elric R. Dawson     | 10 years | DGS |
| Timothy McNamara    | 10 years | ROV |
| Diane See           | 10 years | HCD |
| Norm Taylor         | 10 years | DGS |
| David H. Vaughan    | 10 years | DGS |
| Robert Avila Jr.    | 5 years  | DGS |
| Ron Barefield       | 5 years  | HCD |
| Karen Carleton      | 5 years  | LIB |
| Delores Diaz        | 5 years  | HCD |
| Fred R. Gathwright  | 5 years  | DGS |
| Judith Gregg        | 5 years  | LIB |
| Joann Hofelich      | 5 years  | DGS |
| Lee F. Kelly        | 5 years  | DGS |
| Frank Landerville   | 5 years  | HCD |
| Brent W. Lawson     | 5 years  | DGS |
| Joe C. Quicho       | 5 years  | DGS |
| Narciso L. Sabat    | 5 years  | DGS |
| Gretchen Schmidt    | 5 years  | LIB |
| Li Zhou             | 5 years  | DGS |
| Gary S. Brown       | 5 years  | DGS |
| Michael G. Humphrey | 5 years  | DGS |
| Mark A. Ortiz       | 5 years  | DGS |
| Marshall J. Dean    | 5 years  | DGS |



*The Community Services Group newsletter is published quarterly for the employees of the Group.*

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